WHAT IS THE COMPLAINT EXTERNAL PORTAL?

The **Complaint External Partner Portal** gives External Agency Partners access to all recent and historical complaints referred to their respective agency from the CalEPA Complaint System. The portal also allows external agencies to submit findings for referred complaints and, view and download any attachments or photos that were submitted with the original complaint.

You can also download a pdf copy of the complaint (COMP) report from the Portal (click on the blue pdf icon located towards the top of the COMP page) in addition to seeing a list of other agencies that a complaint was referred to (if applicable).

Lastly, agencies can update their existing contacts from the **AGENCY PROFILE** page. External Agency Partners can also "inactivate" existing contacts by checking the "inactivate" box on the profile page for each contact. Inactive contacts do not show up on the contact list for complaint referrals and, will no longer have access to the Portal.

In order to access the Portal, you must be listed as an authorized "contact" under your agency's account. Requests to add new "contacts" should be directed to **Hasti.Javid@calepa.ca.gov**. Please include the following with your request: (1) First and Last Name; (2) Title; (3) Agency Name; (4) Email Address; and (5) Confirmation on if you want to receive complaint referral notifications (and if so, for what type of complaint) OR if your request is restricted to "Portal Access Only."

NOTE: The link for the Complaint External Partner Portal is not posted on CalEPA's website so please make sure to save it to your favorites for future access: https://calepacomplaints.secure.force.com/ExternalPartnerPortal